



JOB VACANCY POSTING

OPEN TO ALL APPLICANTS: May 8, 2015

POSTING:	0143-12	FULL/PART-TIME:	Part-Time
TITLE:	Station Agent	HRS. PER WEEK:	20
POSITION HIRING RATE:	\$13.70/hour	SCHEDULE:	Sat & Sun 7 am – 5:30 pm Able to work evenings, weekends and holidays as necessary
POSITION SALARY RANGE:	\$13.70/hour – \$22.07/hour		
DEPARTMENT:	Operations		

STATION AGENT

Worksite Location: Main Station – West Palm Beach

**Please note that Station Agents may be assigned to any of the Tri-Rail stations to provide coverage as needed.*

Summary: Sell transit (train and/or bus) tickets while providing customers with the information needed to ensure that the customer arrives at their destination in a timely manner. Ensure that monies are counted accurately and all paperwork generated balances, noting any discrepancies.

Skills: Sell transit (train and/or bus) tickets and provide transit information to individuals via PA system or direct one-on-one contact. Maintain the security of the station by maintaining awareness of the station surroundings, TVM (Ticket Vending Machines), and Validators. Ensure that the station and the equipment are in a safe operating condition. Prepare work station supply list. Maintain a daily log book. Contact the Operations Center in any emergency. Assist passengers who encounter travel difficulties. Prepare daily shift deposit report ensuring that daily cash receipts are counted and deposited in the appropriate location for revenue pickup. Provide information to customers regarding busses, trains and other transit related matters. Collect all lost and found items and send them to the Lost & Found Department at the Pompano Beach Station.

Requirements: Requires a high school diploma or GED plus a minimum of one year of related customer service experience, cash handling experience or any equivalent combination of related training and experience. This position requires the ability to work with a personal computer in a Windows environment. Gateway Ticket System (TOM), Microsoft applications and Excel.

To Apply: SFRTA Employees must submit a Transfer Application Form and resume to David Trabal at the Human Resources Department. Transfer Applications are available on the Intranet and the Human Resources Department. All others should submit an application and resume, with salary requirements, via e-mail to jobs@sfrrta.fl.gov, or fax to 954-653-9105, or mail to David Trabal, Human Resources Manager, at 800 NW 33rd Street, Pompano Beach, FL 33064. Applications are available online at www.sfrrta.fl.gov.

EOE/Smoke and Drug Free Workplace